

ISF Provider Training Q&A

- Does the core provider decide who will provide services to the service user?
The core provider will manage the Individual Service Funds (ISFs) of individuals living at a particular scheme. In their role as ISF provider, the organisation will support plan with each individual, and their circle of support, to agree how they want to spend their ISF. This support plan must meet the rules and regulations governing direct payments (DPs) and ISFs, and it will be agreed with care management prior to support starting.
- Should there be additional checks to ensure the service user is receiving the service which the ISF claims to be providing?
ISFs will be monitored by Islington Council's finance team and through contract monitoring meetings. Providers will also need to be able to evidence use of the ISF to relevant stakeholders as required.
- Who is responsible if the service user does not pay their assessed charges?
Our intention is that, where possible, ISFs arranged under this DPS will be paid gross of charges. The assessed charges will be deducted from the core element of the service being funded via a virtual budget and collected by Islington Council's income team.
- Who decides whether the service user has the capacity to manage their own DP or whether they need ISF?
The care management team will review capacity on a case by case basis.
- What will be the time frame if someone wants to amend their support plan?
Amended support plans will be reviewed and agreed by the care management team in as timely fashion as possible.
- Can a social worker stay allocated for the first year?
This will not be possible within the capacity of the community team. If an individual does not currently have an allocated social worker, providers should contact the duty team.
- What is expected of the ISF core provider if they are outsourcing care and doesn't think it is high quality?
We will expect the ISF provider to manage this relationship in the first instance as the accountable party for appropriate and effective use of the funds. Where the provider has concerns and the service user is in agreement, the service can be terminated and alternative provision found. All concerns should be reported to ILDP and to the commissioning team.
- What action would LBI take if they felt the ISF isn't providing sufficient support?
Use of the ISFs will be monitored by Islington Council's finance team and through contract monitoring and any concerns raised directly with the provider in order to seek improvements. If a situation can't be resolved, the Council reserves the right to terminate the contract.
Over time, the ISF provider or a member of the care management team may consider that the individual support needs of someone living at a scheme have either decreased or

increased. In this instance, following a reassessment of need, the individual's ISF may be reduced or increased accordingly. A revised support plan will be required.

- Once all decisions are made, can flow charts be provided showing the different procedures for someone who currently already has a service changing over and for someone who is starting new?
Please see sections 10.4 and 10.5 of the DPS service specification. The same process will be followed for individuals/groups who are already receiving support, and for individuals/groups who do not currently have support in place.
- Can someone have a virtual budget and an ISF?
Yes, individuals will have a virtual budget for any core element of their support and an ISF for their individual funding.
- Who funds the admin costs of the ISF provision (extra systems, staff)?
There is a fixed monthly admin fee of £20 per person, which will be paid directly to the ISF provider.
- Can a family member be a PA and who decides if they think the family member is fit to provide the care?
Yes, a family member can be a PA, as long as they don't live in the same house as the individual. However, they would be required to be set up with a payroll company to ensure that they are paying tax, national insurance, etc.
As per any support provider, the family member would need to evidence that they are delivering against the outcomes agreed in the support plan.
A decision about the appropriateness of this arrangement will be made by care management.
- If the individual has a power of attorney, do they make ultimate decisions in relation to the person's care or will this be the ISF provider?
ISF providers are expected to work in partnership with an individual's circle of support to ensure decisions are always in the person's best interest. Where there is a power of attorney regarding health and welfare, they would have ultimate decision making power over the person's care and support. Any concerns in this regard should be raised with care management.
- Is it a requirement that the ISF provider stays in place or can outsourced providers provide the care?
The ISF provider will support plan with each individual, and their circle of support, to agree how they want to spend their ISF. This may involve buying support/activities directly from the ISF provider. Where the individual chooses to purchase support/activities from a different organisation, the ISF provider will make payments accordingly using the ISF pre-paid card.
- What safety procedures need to be in place for the safety of the card being held by the ISF provider (where will it be stored, can the service user access it or not, what staff members can access it)
Islington Council's policy is that service users do not have access to ISF pre-paid cards - they are the responsibility of the ISF provider organisation. This is all documented in the ISF

agreement. ISF pre-paid cards must be kept in a safe with appropriate signing in/out procedures in place. Staff members can access the cards to make payments as required. Providers must put appropriate safeguards in place to mitigate the risk of misuse.

- Will the ISF and DP agreements be signed by the service user or their power of attorney, as well as ISF provider?

Yes.